



Friends of Church Stretton Library

Supporting the library in the heart of the community

Safeguarding Policy

Who is most at risk?

Abuse can happen to anyone of any age. people more at risk of abuse include:

- Children and young people
- Someone frail due to age, ill health, physical disability or cognitive impairment, or a combination of these
- Someone who has mental health needs including dementia or a personality disorder
- A person who misuses substances or alcohol

Forms of abuse include

- **Physical abuse:** for example, hitting, slapping, burning, pushing, restraining or giving the wrong medication.
- **Psychological abuse:** including emotional abuse, threats of harm, shouting, swearing, frightening, blaming, ignoring or humiliating a person, threats of harm or abandonment, intimidation, verbal abuse.
- **Financial:** including the illegal or unauthorised use of a person's property, money, pension book or other valuables, pressure in connection with wills, property or inheritance.
- **Sexual:** such as forcing a person to take part in any sexual activity without his or her informed consent, or with a child or young person who is below the age of consent.
- **Discriminatory:** including racist or sexist remarks or comments based on a person's disability, age or illness, and other forms of harassment, slurs or similar treatment.
- **Neglect and acts of omission:** including ignoring medical or physical care needs. for example, where a person is deprived of food, heat, clothing, comfort or essential medication

Abuse can be carried out by many different people, but it's often someone who is known to and trusted by the victim, for instance a family member, a partner, a neighbour, a care worker. It might also be a volunteer, a friend, doorstep callers and scammers

Volunteers working in the library

Friends of Church Stretton Library will help the library service find volunteers to work in the library supporting library staff. These volunteers will be meeting members of the public through this work. This includes children, young people and vulnerable adults. Volunteers providing the home library service will also be seeing vulnerable adults in their home.

The library service is responsible for providing training to these volunteers, including giving them guidance about Shropshire Councils Safeguarding Policy Library volunteers are expected to follow this policy.



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Events/activities outside of the library

Friends of Church Stretton library volunteers might meet members of the public at events we organise. This could include children, young people and vulnerable adults.

We would always ask for young children under the age of 11 to be accompanied by a parent or responsible adult at any event we organise.

Our volunteers would be expected to:

- listen to and value and respect children, young people and vulnerable adults as individuals.
- Avoid being alone with them – meetings should take place as openly as possible – always remain in public view
- Comfort someone who is obviously distressed, but always remain in public view
- Never initiate physical contact
- Never do things of a personal nature that they could do for themselves
- Never accompany them into a toilet, or assist them in using the toilet or in adjusting his/her clothes
- Call the police if there is cause to believe that the child or vulnerable adult has been abandoned or forgotten
- If they have concerns about a child's welfare follow Shropshire Council's Child Protection Procedure (see notes below)
- if they have concerns for an adult persons welfare follow Shropshire Councils policy & procedures for the protection of adults with care & support needs (see notes overleaf)

NB It is not the responsibility of volunteers to decide whether or not abuse has taken place, but there is a responsibility to pass on concerns to the appropriate person

Concerned about a child or young person?

If you are worried about a child don't wait until you're certain. If you have any concerns or suspicions, you **must** report it. Don't delay

You can report your concerns online via

<http://www.safeguardingshropshireschildren.org.uk/reporting-concerns/>

or phone Shropshire Children's Services Initial Contact Team on 0345 678 9021.

You can also speak to:

- NSPCC: 0800 800 5000
- Protecting Vulnerable People (West Mercia Police): 0300 333 3000
- Childline: 0800 1111

If you think a child is in immediate danger, call the emergency services on 999.



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Concerned about a vulnerable adult?

Deciding what the right thing to do can be stressful, particularly if the person you are concerned about is reluctant to accept support. If you are not sure what to do seek advice. Wherever possible involve the person in decisions about reporting a concern. Sometimes this may not be possible and sometimes you may need to act in their 'best interests' because they do not have the mental capacity to decide this for themselves.

If you think a vulnerable adult is being harmed or at risk of being harmed you can report your concerns via <http://www.shropshire.gov.uk/forms/safeguarding-concern/>

or by phone to Shropshire Council's [First Point of Contact team](#) on **0345 678 9021**. Outside office hours, you can phone the [Emergency Social Work Duty Team](#) on 0345 678 9040.

You can also speak to: Protecting Vulnerable People (West Mercia Police): 0300 333 3000

In an emergency dial 999, but for other calls to the police please ring 101.

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